



Quarantine and Isolation Medical Shelter
Standard Operation Procedure

SOP No: MS-116
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Standard Operating Procedure Mental Health Resources for Staff

Subject: Mental Health Resources for Staff

1. Introduction

The uncertainties surrounding COVID-19, the requirements of a medical shelter assignment, and a combination of other factors can lead to increased stress, anxiety, and other effects. Free and confidential resources are available for Los Angeles County employees and residents to access mental health support and assistance.

Employees can access these services anytime and all information/discussions will be kept completely confidential. Information about these resources should be shared with all staff and posted at each medical shelter site where it can be easily seen by all.

2. Resources

- **Los Angeles County Employee Assistance Program (brochure attached):**
213-738-4200
- **Los Angeles County Mental Health 24/7 ACCESS Line:** 800-854-7771
- **National Suicide Prevention Hotline:** 800-273-8255

3. References

LA County Employee Assistance Program Brochure

EAP for Managers and Supervisors

Through our group trainings and individual consultations, we'll help you bring out the best in yourself and your team.

 **Group Support**
We host professional training sessions for Department teams, covering topics such as:

- Managing stress and emotions
- Communicating effectively
- Building work relationships
- Dealing with grief and loss
- Coping with job changes
- ... And more

Keep in mind, training sessions must be requested by Department representatives, and most sessions require a minimum of 10 participants.

 **Individual Consultation Services**
We also offer consultation opportunities for managers and supervisors. Our clinicians can help you address:

- Declining employee performance
- Attendance issues
- Reving morale
- Interpersonal concerns
- ... And more

Specific trainings are also available to managers and supervisors, including:

- Reasonable Suspicion/Drug-Free Workplace
- Department of Transportation (DOT) Rules and Regulations for Safety-Sensitive Employees

Contact us to schedule a group training or an individual consultation.

A collage of five photographs showing diverse individuals smiling and interacting, representing the community served by the Employee Assistance Program.